

CITY OF CHULA VISTA

LIBRARY VISITOR ASSISTANT

DEFINITION

To provide a wide variety of customer service assistance to library guests and the general public, including carrying materials in and out of the library; and to assist in discouraging improper behavior.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from a designated branch manager.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Greet library guests and provide general information on library services and activities.

Provide general directional information and assistance to library guests; assist them by carrying library materials in and out of the library.

Monitor the building and grounds of the library to discourage improper behavior; assist in protecting library property from defacement, theft or vandalism by reporting any unacceptable conduct to appropriate staff; may attend court hearings and/or trials as required.

Assist in communicating and maintaining desirable behavior conducive to a library environment; maintain constant contact with library staff through a two-way radio.

Assist with crowd control during library programs and/or activities.

Prepare incident reports related to job responsibilities.

Assist with closing procedures.

Act upon emergency situations; call proper authorities as necessary and make related reports.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles of public relations and customer service.

Methods of crowd control.

Basic English and grammar.

Ability to:

Effectively communicate with the public and staff.

Establish and maintain cooperative relationships with those contacted in the course of work, including library guests and staff.

Learn, explain, and apply rules and regulations related to assigned work activities.

Analyze situations accurately and adopt an effective course of action.

Dissuade improper behavior without physical contact.

Prepare reports of work-related incidents.

May attend Court Hearings and/or Trials as required.

Understand and follow oral and written instructions.

Work with a cultural diverse public in a tactful and effective manner.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of experience in related employment with heavy public contact.
Bilingual ability is desirable.

Training:

Equivalent to completion of the twelfth grade. Courses in conflict resolution or other related areas are highly desirable.

WORKING ENVIRONMENT, CONDITIONS, AND PHYSICAL DEMANDS

Work is mostly performed within an even-floored, carpeted, and air-conditioned building environment with fluorescent lighting and a moderate noise level. There is frequent exposure to the external environment. Must be able to work effectively while standing and/or walking for long periods of time. Typical tools used are pencil, pen, telephone, two-way radio, and flash light which require motor skills sufficient to repeatedly twist head, upper body, arms, grasp, write, and handle papers. Must be willing to work evenings, weekends and holidays. Ability to lift and carry items weighing up to 20 pounds.

Hearing and speech acuity sufficient to communicate in person and by means of a telephone. Visual acuity sufficient to read alphabetical and numerical data.

3/01

6/04 Revised